

Complaints

Our aim is to provide you with a high-quality service at all times, although we do appreciate that there may be instances where you may feel it is necessary to lodge a complaint.

Please follow the procedure below if you do wish to complain.

Any complaint should be addressed in the first instance to: mediation@qover.com

QOVER SA Mediation Department

Rue du Commerce, 31
1000 Brussels
Belgium

Phone: +35780070011

If the matter has not been resolved to your satisfaction, you may also write to:

The Financial Ombudsman of the Republic of Cyprus,

15 Kipranoros Str.
1061 Nicosia
Cyprus

Website: www.financialombudsman.gov.cy

The complaints handling arrangements above are without prejudice to your right to start judicial proceedings.